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# Explorer® Digital Set-Top User's Guide

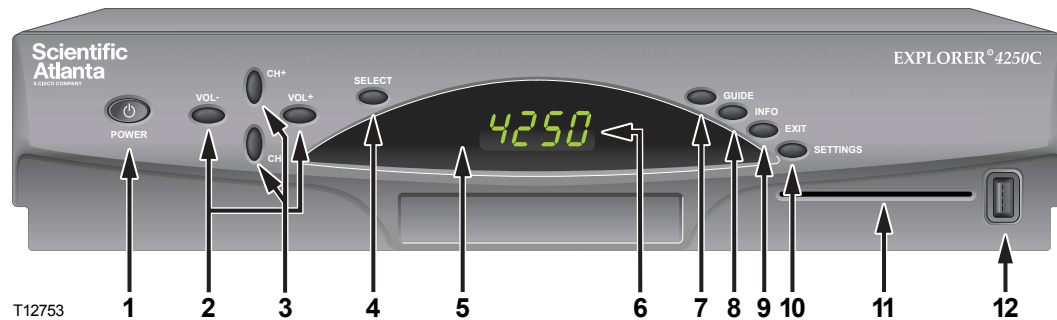
Models 4240C™ and 4250C™  
with Multi-Stream CableCARD™ Interface





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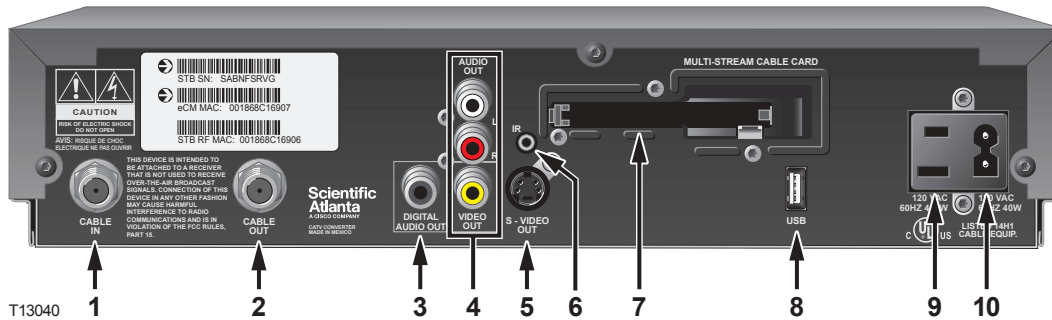
## What's on the Front Panel?



- |                           |   |
|---------------------------|---|
| <b>1 Power</b>            | Turns the set-top on and off  |
| <b>2 VOL + and VOL -</b>  | Increases and decreases the volume  |
| <b>3 CH + and CH -</b>    | Scrolls up and down through the channels  |
| <b>4 Select</b>           | Provides access to your on-screen selection   |
| <b>5 IR Sensor</b>        | Receives the infrared signal from the remote control  |
| <b>6 LED Display</b>      | Displays the selected channel number and time of day. The LED also displays the following: <ul style="list-style-type: none"> <li>• Message (  )</li> <li>• Power (  )</li> </ul> |
| <b>7 Guide</b>            | Accesses on-screen services, such as the on-screen guide, video-on-demand, or pay-per-view  |
| <b>8 Info</b>             | Displays a description of the selected program. This button is available from the on-screen guide and while viewing a program   |
| <b>9 Exit</b>             | Exits menus, the on-screen guide, and program information   |
| <b>10 Settings</b>        | Accesses the Settings menu  |
| <b>11 Smart Card Slot</b> | Reserved for future use   |
| <b>12 USB Port</b>        | Connects to external equipment, such as a keyboard or mouse (reserved for future use)   |

**Note:** This illustration may vary from the actual product.

## What's on the Back Panel?



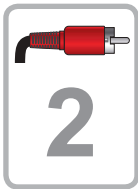
- 1 Cable In** Connects to a coaxial cable that delivers the signal from your service provider
  - 2 Cable Out** Connects to a coaxial cable that sends analog audio and video signals to a TV or VCR. These signals are standard-definition TV (SDTV) video and stereo audio
  - 3 Digital Audio Out** Connects to an RCA cable to send a digital audio signal to a surround-sound receiver or other digital audio device
  - 4 Audio Out and Video Out** Connects to the audio and video input of a TV or a VCR
  - 5 S-Video Out** Connects to an S-Video cable that sends an S-Video signal to your TV or VCR. This signal is standard definition, but higher quality than other SDTV connections
  - 6 IR** Connector reserved for future use
  - 7 Multi-Stream CableCARD** Slot for Multi-Stream CableCARD (M-Card) module for decrypting subscription digital channels. This set-top will not operate correctly without an M-Card module. Obtain an M-Card module from your service provider  
**Note:** Your service provider may provide this when you first receive the set-top.
  - 8 USB** Connects to external USB devices such as a keyboard or a mouse
  - 9 AC Outlet** Connects to the AC power cord from another device, such as a TV
  - 10 AC Power Input** Connects to the power cord to deliver power to the set-top
- Note:** This illustration may vary from the actual product.

## Connecting the Set-Top

To connect your set-top to your entertainment devices, complete these steps.



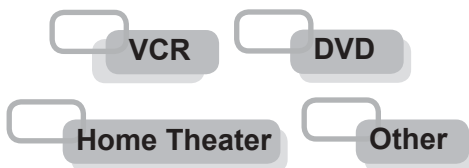
Connect the coaxial cable that carries the signal from your cable service provider to the CABLE IN connector on the back panel of the set-top.



Connect your SDTV to the set-top. See the **Connection Diagrams** section of this guide.



Identify the additional devices you will connect to the set-top and TV. See the **Connection Diagrams** section of this guide.



Plug the set-top and the TV into an AC power source.

**Important:** To protect the set-top from power surge damage, ground (earth) your cable product to provide some protection against voltage surges and built-up static charges. To avoid these voltage surges that can be caused by lightning storms and power outages, plug the set-top into a surge protector to reduce the risk of damage.



Do not turn on the set-top or TV yet.



Wait several minutes for the set-top to receive the latest software, programming, and service information. One of the following will display on the front panel of the set-top:

- Current time
- Four dashes (----

Notes: - If the current time appears, the update is complete.  
- If four dashes appear, you must call your service provider to get the set-top authorized.

















To begin watching TV, turn the TV on, and press POWER on the front panel of the set-top or on the remote control.



## Connections for a Standard-Definition TV and VCR

When using the set-top with an SDTV, you must make *one* of the following connections to view content. Some SDTVs may not have all these connections. In addition, you can make connections to a VCR to archive recordings to a VCR tape. Refer to your TV and VCR user guides and the cabling diagrams in this guide for more detailed information.

**Note:** The labeling on your TV may vary slightly.

Required Connections to an SDTV (use one)		Set-Top Connections		SDTV Connections
Composite	When you set up the set-top in <b>SD mode</b> , the Video Out connector on the set-top is configured as a composite video out connector. See the <b>Connection Diagrams</b> section of this guide.	 VIDEO OUT	Video	 VIDEO IN
		 AUDIO OUT L R		 L R
S-Video	The S-Video Out connection provides an optimal video connection to SDTVs.	 S-VIDEO OUT	Video	 S-VIDEO IN
		 AUDIO OUT L R		 L R
Cable Out	The Cable Out connector provides a video and audio connection to an SDTV.	 CABLE OUT	Audio/Video	 CABLE IN/ ANT IN
Optional Connection to a VCR		Set-Top Connections		VCR Connections
VCR	For VCRs with Video and Left and Right Audio connectors, you can use the RCA connections (Video Out and Audio Out Left and Right) on the set-top.	 VIDEO OUT	Video	 VIDEO IN
		 AUDIO OUT L R		 L R

# Troubleshooting

If the set-top does not perform as expected, the following tips may help. If you need further assistance, contact your cable service provider.

## No Picture

- Verify that the power to your TV is turned on.
- If the set-top is plugged into a wall switch, verify that the switch is in the ON position.  
**Note:** You should avoid plugging the set-top into an outlet controlled by a wall switch.
- Verify that all cables are properly connected.
- If your system includes a VCR or stereo, verify that you have properly connected them to the set-top.
- Verify that the TV is set to the proper input channel.

## No Color

- Verify that the current TV program is broadcast in color.
- Adjust the TV color controls.

## No Sound

- If your setup includes a VCR or stereo, verify that you have properly connected them to the set-top.
- Verify that the volume is turned up.
- Verify that the mute function is not on.

## Automatic Software Updates

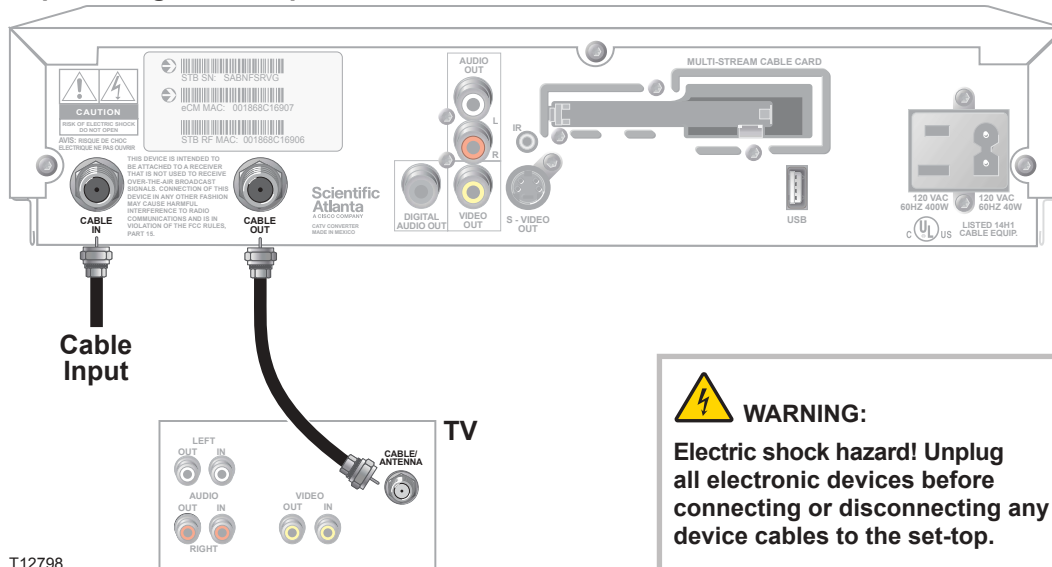
A message appears on the TV screen when the set-top and the M-Card module are receiving software updates. In addition, download information also appears on the front panel of the set-top during these updates. Wait for the current time to display on the front panel before continuing. When the time appears, the update is complete.

**Note:** If you need further assistance, contact your service provider.

# Connection Diagrams

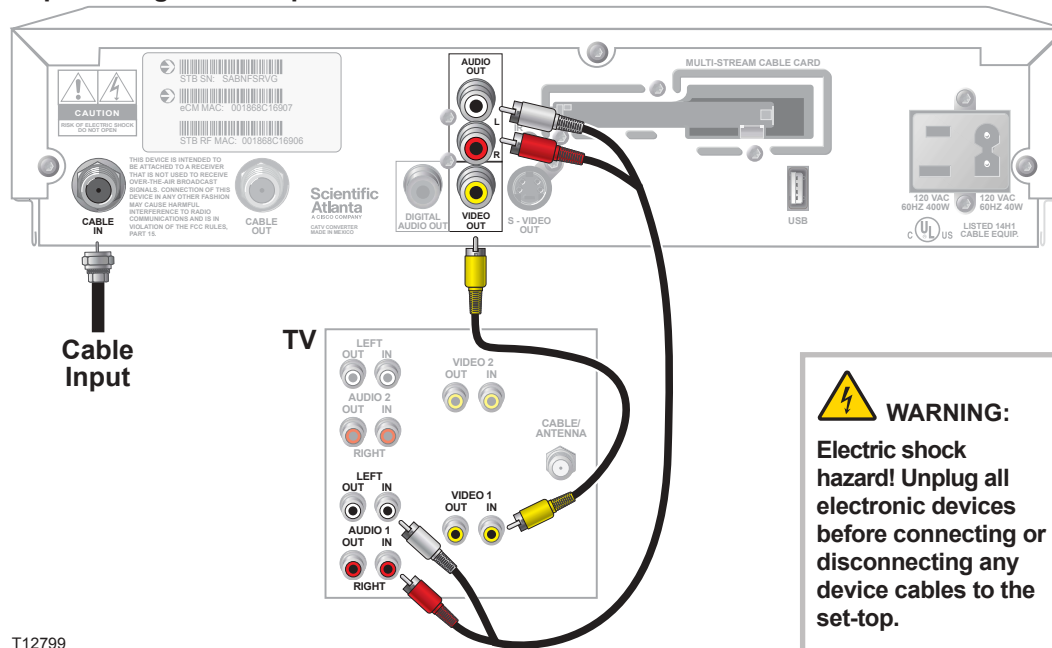
## Connecting to a TV Using Cable Out

### Explorer Digital Set-top



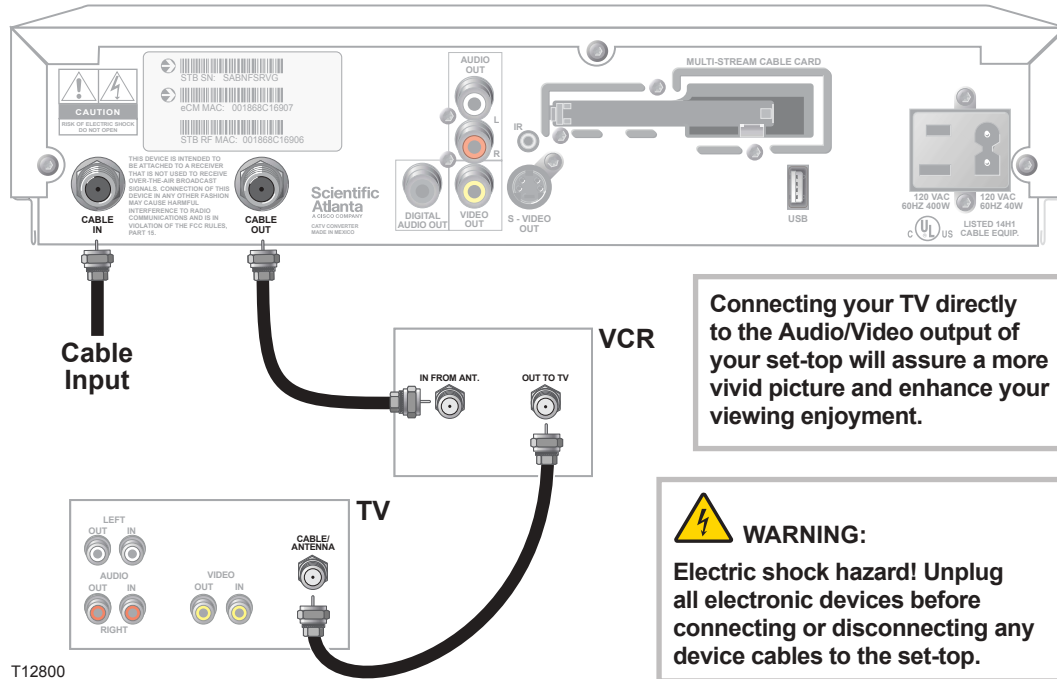
## Connecting to a TV Using Video Out and Audio Out

### Explorer Digital Set-top



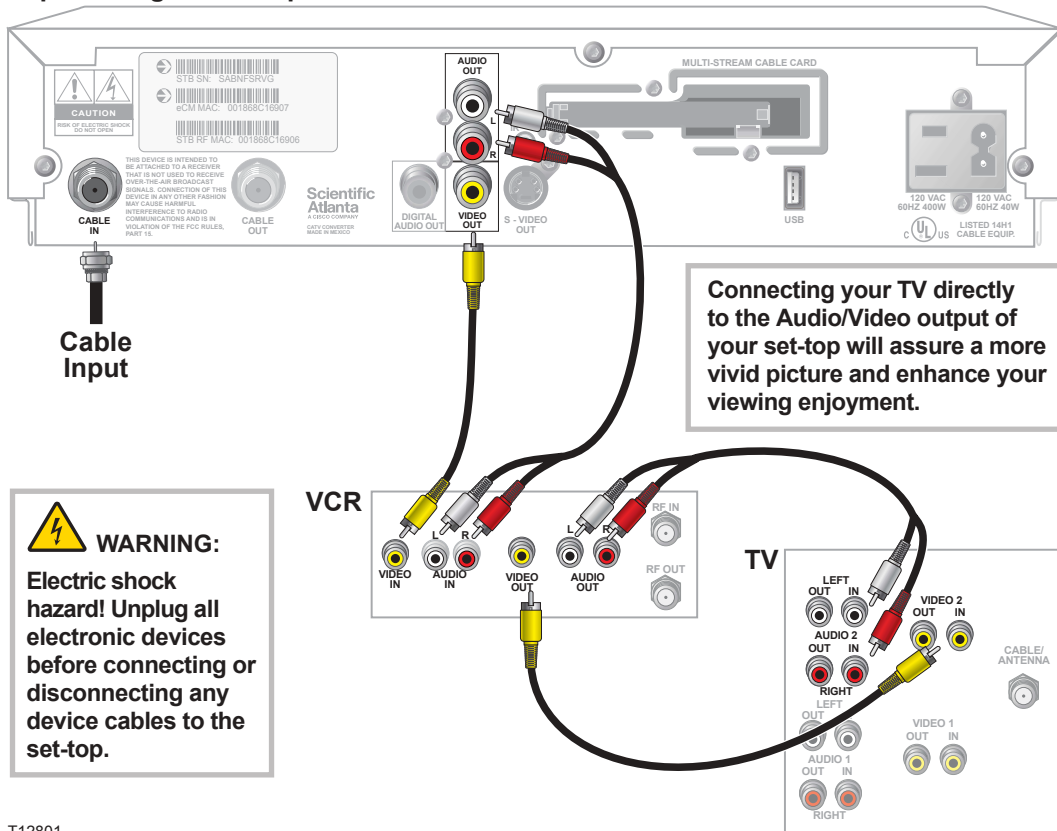
## Connecting to a TV and VCR Using Cable Out

### Explorer Digital Set-top



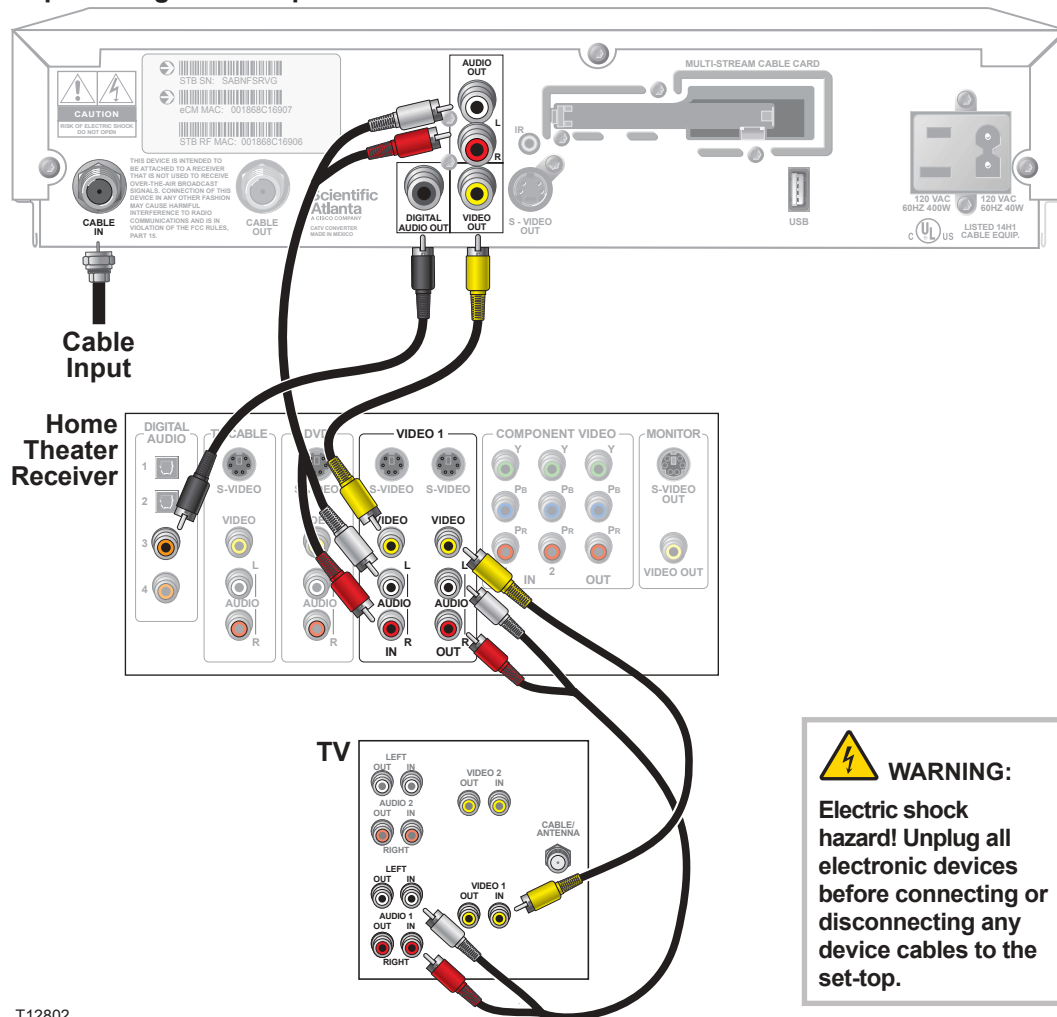
## Connecting to a TV and VCR Using Video Out and Audio Out

### Explorer Digital Set-top



# Connecting to a Home Theater Receiver and TV

## Explorer Digital Set-top



T12802

# FCC Compliance

## United States FCC Compliance

This device has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against such interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy. If not installed and used in accordance with the instructions, it may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment OFF and ON, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna, if applicable.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the cable company or an experienced radio/television technician for help.

Any changes or modifications not expressly approved by Scientific-Atlanta, Inc., could void the user's authority to operate the equipment.

The information shown in the FCC Declaration of Conformity paragraph below is a requirement of the FCC and is intended to supply you with information regarding the FCC approval of this device. *The phone numbers listed are for FCC-related questions only and not intended for questions regarding the connection or operation for this device. Please contact your cable service provider for any questions you may have regarding the operation or installation of this device.*

## FCC Declaration of Conformity

This device complies with Part 15 of FCC Rules. Operation is subject to the following two conditions:  
1) the device may not cause harmful interference, and  
2) the device must accept any interference received, including interference that may cause undesired operation.

EXPLORER  
Digital Set-top  
Model: 4240C and 4250C  
Manufactured by: Scientific-Atlanta, Inc.;  
5030 Sugarloaf Parkway;  
Lawrenceville, Georgia 30044; USA  
Telephone 770-236-1077

## Canada EMI Regulation

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la class B est conforme à la norme NMB-003 du Canada.

20060628FDC

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